



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

REGION 8
999 18TH STREET - SUITE 300
DENVER, CO 80202-2466
Phone 800-227-8917
<http://www.epa.gov/region08>

SDMS Document ID



2030969

January 20, 2004

Ref: 8EPR-SR

Mr. Tom Creighton
296 Quartz Road
Libby, MT 59923

Dear Mr. Creighton:

I am writing in response to your letter dated 1/7/04 that you delivered to me a few weeks ago. While I took the letter to be somewhat tongue-in-cheek, it is clear that you are still very unhappy regarding the asbestos cleanup conducted at your home.

As we discussed when we met late last year, your home had many challenges that made cleanup difficult for us, but especially difficult for you. EPA contractors also made a few mistakes during the cleanup and restoration that led to stress and frustration for you. We have tried throughout the cleanup to meet the challenges presented and to correct any mistakes we made, but I know we haven't met your expectations. This is not how I want or expect most cleanups to go, but problems do arise at nearly every cleanup.

At this point, however, there is nothing more that EPA can do for you regarding restoration of your home or providing additional compensation. I have discussed the various issues you've presented with you, our contracting crew, and the Libby Technical Assistance Group (TAG). Without going into every issue or detail here, I feel the actions we've taken and the compensation measures we offered thus far are reasonably fair given the circumstances, and I am not prepared to offer any additional compensation or work by EPA. I've instructed my contracting staff in Libby to refer any additional complaints or issues you may have directly to me. If you want pursue the matter beyond me, you can contact my supervisor, Bert Garcia at (303) 312-6670, or the EPA Regional Ombudsman, Sonya Pennock, at (303) 312-6600. The Ombudsman program is set up to deal with citizen complaints.



Printed on Recycled Paper

Again, I am sorry that cleanup was such a bad experience for you. I appreciate your patience and wish you the best. The best way to reach me is still through the EPA Information Center at 293-6194.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Christiansen', with a stylized, cursive script.

Jim Christiansen
Remedial Project Manager

cc: via email

Scott Supernaugh, CDM
Karen Berry, CDM
Courtney Zamora, Volpe Center
Bert Garcia, 8EPR-SR
Sonya Pennock, 8OCPI
Wendy Thomi, 8MO